



Total Client Management for Local Governments

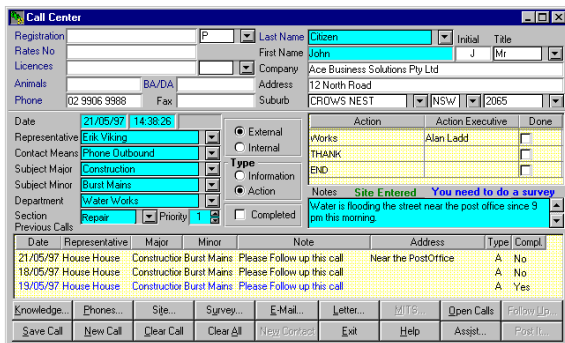
EFFICIENCY provides a state of the art Total Client Service and Management package specifically designed to be used the Local Governments. Although EFFICIENCY has been on the market for the last 15 years, used by many organisations for their sales, marketing and customer service needs, this special package is the most up to date integration of the selected modules.

During the call centre activities, a single view of the contact is available coming from all the interaction points. Highly sophisticated programming techniques resulted in a single screen to handle all the call centre functions.

Depending upon the size and the objectives of your organisation, you may select any number of modules from the following module suite:

- Call Centre for Inbound and Outbound Calls
- Relational Contact and Client Management
- Activity Management
- Work Flow
- Campaign Management
- Event Management
- Mail Desk
- Email and Web Integration
- Plant Maintenance
- Real time access to the existing Financial, Work Orders, Rates and Licence databases

The Call Centre and the Client Contact Management Modules are the backbone of the proposed solution



A single screen is provide to handle the entire customer service operation using one of the most advanced Total Client Management systems in the world.

Auto numbering: Each enquiry and transaction is stamped with a unique number.

Multiple Requests for Action: Multiple requests from one caller (contact) can be generated without duplicating data entry i.e. name, address etc.

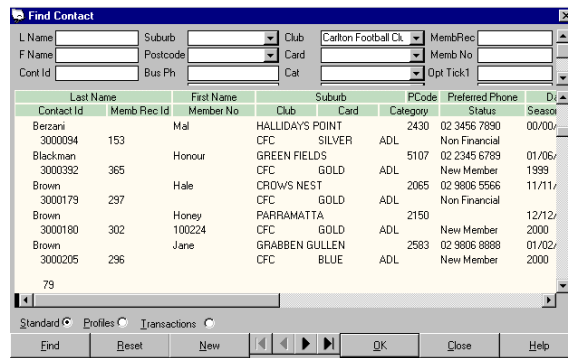
Furthermore, Council specific data which links to the same contact (car rego, assessment number etc) are also available without duplicating the data entry.

Search Legacy Database: Efficiency allows the operator to search one or all of these modules (site specific) from the legacy database:

- Vehicle registration
- Assessment rates
- Licences (various)
- Dog Registration
- BA and DA numbers
- Financial Details
- Work Orders

The records form these databases are updated into Efficiency as a batch process at selected intervals. If these databases are amongst one of the supported SQL databases then the update connection may be direct, otherwise, data transfer will be via the direct connection as optional.

For currently supported databases, a search can be performed via direct connection as optional.



Date and Time Stamped: Each request is date/time stamped and the call duration is automatically recorded.

Default to Operator/Location: Logon details automatically record the operator and location. These values are used for subsequent activities.

Call Type: The request for information and request for action is clearly defined and the resultant activities are automatically generated by the system, i.e. data entry is reduced for the information entries.

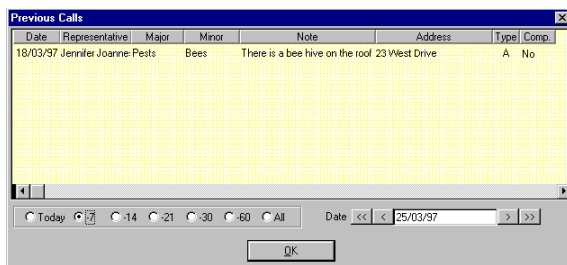
Service Specification: upon completion, clicking on the 'Closed' radio button, which sets the last update date and time as the closing date and time, must close a job.

All internal Help Desk requests and actions are handled by the same screen.

Priority and Completion: Each Major and Minor Subject carries a default priority level and the required completion time. It can be overwritten if required.

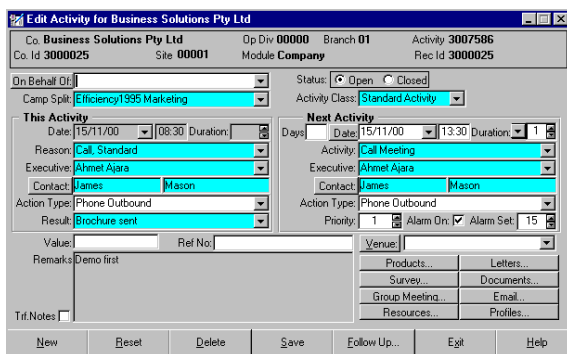
Outstanding Transactions and Enquiries: Outstanding Call Transactions and Enquiries can be accessed and grouped by:

The Operator;
All the operators; and
Last 7, 14, 21, 30, ALL days.



Auto Escalation: If an action has not been completed and closed by the deadline, the next person on the line (designated with various control options) may be notified automatically. This cycle can continue until the task is complete.

Follow Up Facility: The actioning officer may enter follow up actions, dates and times for the same client at anytime, if required.



Anonymous Calls: Anonymous calls can now be recorded in the system.

Automatic Dialling and Caller ID Recognition: Efficiency is provided with an 'Automatic Dial' function using the modem.

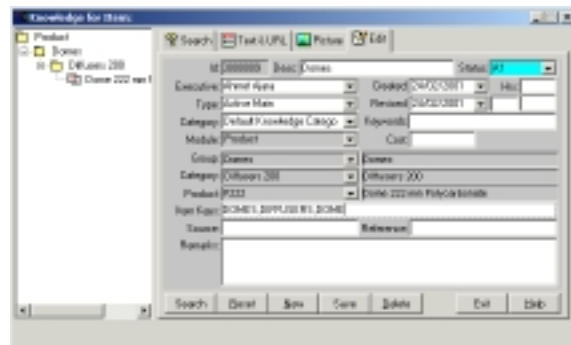
The Caller ID Recognition function is automatically enabled as long as the site's PABX is TAPI compliant.

Stop Press Function: We call it "Yellow Sticky Notes"; a daily messaging function is available to notify operators when a department or section (branch) area has

temporary change to its specifications (e.g. if short staffed). The information or request of action automatically pops up (as a yellow sticky note) on the screen as soon as the department / section (branch) was activated by the major or sub subject selection action. These notes can be in multiple and controlled by the valid date/time and Active = Yes/No flag.



Knowledge Facility: Apart from the full-blown Knowledge Base Operators can be prompted by an **assistance window** to assist the operator in call handling e.g. what information should be taken from or imparted to a customer in the circumstance.



For detailed information about council procedure, processes, news etc, there is the knowledge base intranet facility.

Cost: The system has a field for the cost of a particular job to be entered?

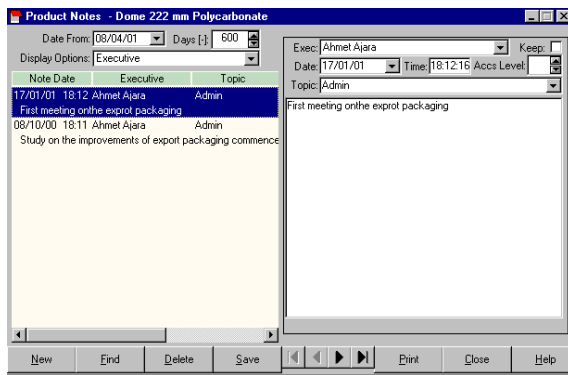
Auto reference to Incident Site/Event: All the other references to an incident by the Major and Sub Subject combination are automatically displayed on initial enquiry screen via a pop up.

This feature may be turned off for certain combinations.

Notes Fields: Each call can have call specific notes, separate from the incident (site) location. In fact, the system requires some notes to be entered before saving the enquiry.

The incident (site) details are captured by the full address. Suburbs may be limited to those which are part of the council.

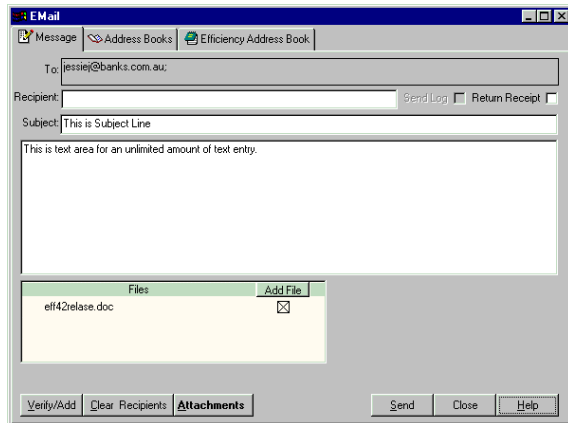
There is a site specific note field to take notes about the site.



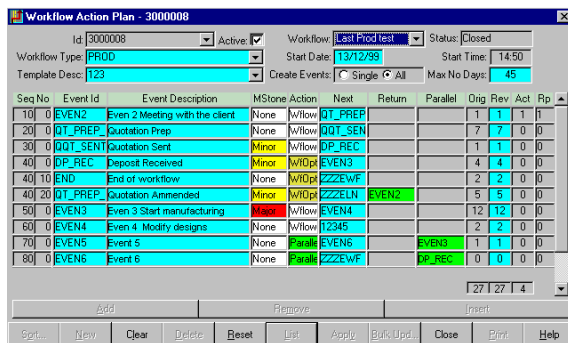
Notification Methods: The method of communication i.e. phone, SMS, visit, letter, Email etc, for each call transaction is defaulted and it may be overwritten.

Each major and sub subjects can carry two levels of forms, one from the word processor, the other from the report writer.

Each of can be printed or emailed to the service department / section (branch).

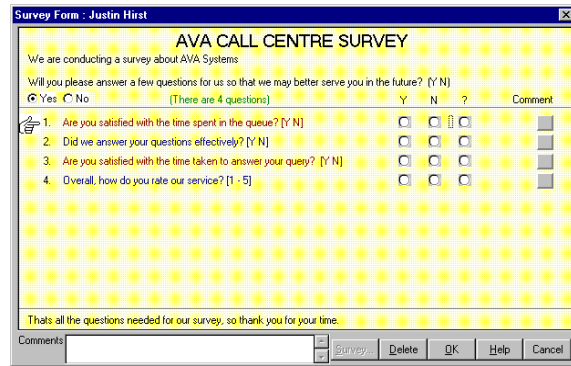


Workflow: If Efficiency's standard Workflow Module is used or the customised information flow to third party databases is maintained.



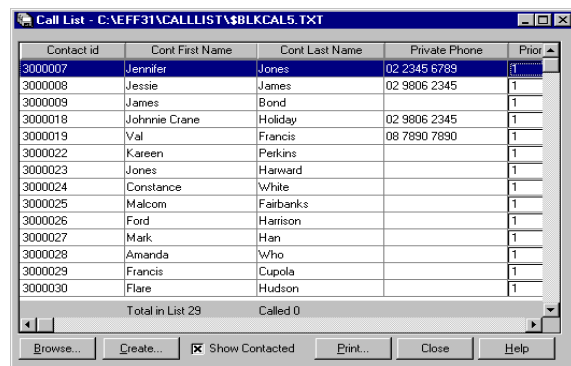
Questionnaire: Efficiency users can include any type of questions under a Questionnaire Header record. These

records can be assigned to a specific Campaign Split or used in general occasions.

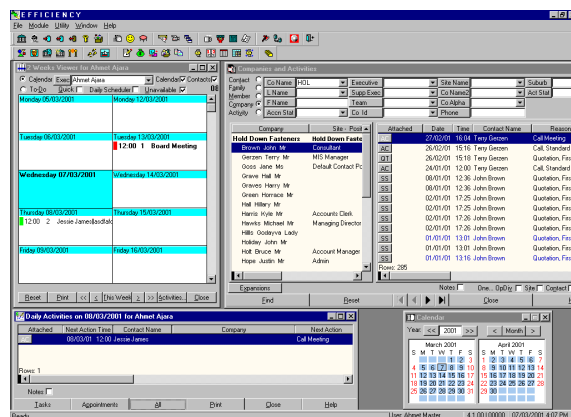


Questionnaires can be used against Efficiency's existing database or for a temporarily imported List.

Call Guide List: The Efficiency Data Dictionaries and Views are used to create 'Call Guide Lists'.



Scheduling: Not only scheduling the customer related operations EFFICIENCY provides a powerful scheduling module for the entire council functions, resources and venues.

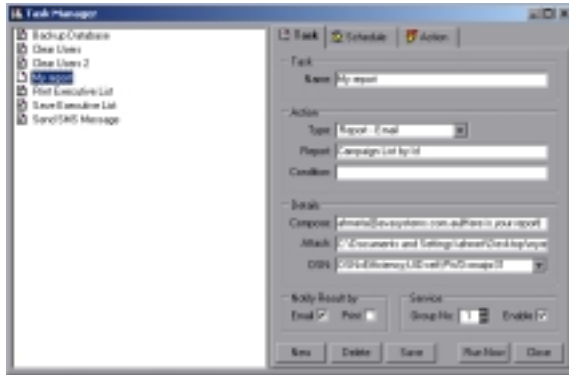


Task manager

The Task Manager is a utility that runs on the NT server as a programmable scheduling tool and capable of integrating the entire operation to the external word.

The information flow between the other databases, internet, e-commerce, email and EFFICIENCY can be achieved with ease and considerable cost benefits.

Task manager also automates the distribution of the information from EFFICIENCY to the managers and users in the form of e-mail or printed reports.



- Actioning Officer
- Accountable Officer

Total Activities by:

- From to date
- Action or information

Follow up reports by:

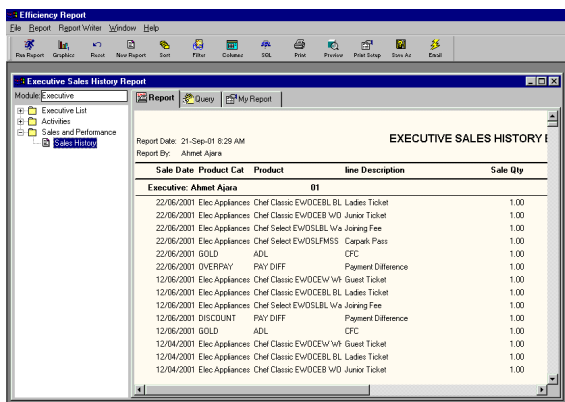
- Date range
- Action Officer

Standard reports can be easily customised with the development kit or the report writer.

Reports and Enquiries

Pre-programmed Reports: In addition to existing reports provided in the system, report writer will allow the users to produce any reports in one or a combination of the following formats:

- Graphics Spreadsheets
- Grids Newspaper Columns
- Forms Labels
- OLE2 HTML



The following is a list of typical reports provided with the system.

Outstanding Complaints by:

- Department
- Section (branch)
- Complaint Type (major and sub subjects)
- Actioning Officer
- Accountable Officer

Overdue Complaints by:

- Department
- Section (branch)
- Complaint Type (major and sub subjects)